



SERVICE AGREEMENT  
(Project No. OCM(CAO)-22-IT-1786)

SUPPLY AND DELIVERY OF TECHNICAL MAINTENANCE SERVICES OF THE  
QUEZON CITY QC-ESERVICES PORTAL

KNOW ALL MEN BY THESE PRESENTS:

This Agreement entered into by and between:

**QUEZON CITY GOVERNMENT**, a local government unit existing under the laws of the Philippines, with office at Quezon City Hall Compound, Elliptical Road, Diliman, Quezon City, Metro Manila, represented herein by **HON. MA. JOSEFINA G. BELMONTE**, in her capacity as City Mayor, hereinafter referred to as the "CITY".

-and -

**NOVAWARE SYSTEMS, INC.**, a corporation duly organized and incorporated under the laws of the Republic of the Philippines with office address at #67 Saleng Street Veterans Village, Project 7 Quezon City, represented herein by its Authorized Representative, **Mr. MARLON M. BERNARDINO**, and is hereinafter referred to as the "SUPPLIER".

(CITY and SERVICE PROVIDER may be referred to individually as a "Party" and collectively, as "Parties.")

RECITAL

**WHEREAS**, the Bids and Awards Committee conducted a competitive bidding on 30 January 2023 for the Supply and Delivery of Technical Maintenance Services of the Quezon City QC-EServices Portal under Project No. OCM(CAO)-22-IT-1786 (the "Project").

**WHEREAS**, the **SERVICE PROVIDER** participated in the competitive bidding and was declared to be the Lowest Bid as Read;

**WHEREAS**, the **SERVICE PROVIDER** passed both the detailed evaluation and post qualification stages, and was declared as the Lowest Calculated and Responsive Bid;

**WHEREAS**, on MAR 02 2023, a Notice of Award was issued to the **SERVICE PROVIDER**;

**NOW THEREFORE**, for and in consideration of the foregoing premises and of the mutual covenants and undertakings hereinafter provided, the parties hereto agree, as they have hereby agreed, as follows:

*Section 1. Scope of Work.* Pursuant to and in accordance with the Contract Documents provided herein, the **SERVICE PROVIDER** undertakes to deliver to the **CITY** the scope of work required by the Project, the specifications of which are specifically defined



under Section VII. Technical Specifications of the Bidding Documents and the Terms of Reference.

Section 2. *Contract Documents.* The following documents shall be read and deemed incorporated in this Agreement, viz.:

- (a) Invitation to Bid;
- (b) Instruction to Bidders;
- (c) Bid Data Sheet;
- (d) General Conditions of Contract;
- (e) Special Conditions of Contract;
- (f) Schedule of Requirements;
- (g) Technical Specifications;
- (h) Terms of Reference;
- (i) Supplemental Bid Bulletins, if any;
- (j) Bid Form;
- (k) Schedule of Prices;
- (l) Notice of Award;
- (m) Notice to Proceed;
- (n) Obligation Request;
- (o) Certificate of Availability of Fund (CAF);
- (p) Performance Security; and
- (q) Any and all other documents submitted to the City during the course of the procurement process.

The documents mentioned above shall be collectively referred to as "Contract Documents".

Section 3. *Delivery Schedule.* The **SERVICE PROVIDER** shall perform and deliver to the **CITY** the required services provided within sixty (60) calendar days from issuance of the Notice to Proceed to commence on MAR 02 2023 and to end on \_\_\_\_\_.

Section 4. *Contract Price.* In consideration of the complete and faithful delivery of any and all Services and performance of any and all obligations of the **SERVICE PROVIDER** under this Agreement, the **SERVICE PROVIDER** shall be paid for the entire duration of the Agreement the total amount of **Nine Million Seven Hundred Thousand Pesos Only (P 9,700,000.00)** inclusive of the 12% Value Added Tax (VAT) (the "Contract Price") in accordance with the conditions set forth in Section 5 hereof.

Section 5. *Terms of Payment.* Payment to the **SERVICE PROVIDER** shall be based on the following schedule:

MILESTONES	PERCENTAGE BILLING (Based on Contract Price)
Upon awarding of the maintenance project	15%
Upon submission of the report for the maintenance services	84%
Performance Security for 1 year	1%
TOTAL	100%



The processing of payments will entail the approval by the CITY of the **SERVICE PROVIDER'S** complete documentation and deliverables before invoices may be processed for payment. The CITY likewise reserves the right to validate billing/invoice before payment of fees.

*Section 6. Project Cost Adjustment.* As stated in Republic Act 9184, otherwise known as the Government Procurement Reform Act, Section 61.2, in cases where the cost of the awarded contract is affected by any applicable new laws, ordinances, regulations, or other acts of the Government of the Philippines, promulgated after the date of bid opening, [such as, but not limited to, increase in minimum daily wage pursuant to law or new wage order], a contract price adjustment shall be made on a no loss-no gain basis.

*Section 7. Standard of Performance.* The **SERVICE PROVIDER** shall perform the required services and carry out its obligations with all due diligence, efficiency and economy. It shall observe the highest degree of standards based on industry practice.

*Section 8. Penalties.* The **SERVICE PROVIDER** shall be liable for penalty for any breach of contract under all applicable laws, issuances and regulations.

*Section 9. Liquidated Damages.* It is understood and agreed that time is of the essence of this Agreement. In the event the **SERVICE PROVIDER** refuses or fails to completely supply and deliver to the CITY the **Services** defined herein within the delivery schedule provided under Section 3 hereof at no fault of the CITY, the **SERVICE PROVIDER** shall be liable for liquidated damages in the amount equivalent to one tenth of one percent (1/10 of 1%) of the Contract Price for every day of delay until the Project is completely delivered: *Provided*, that, the total cumulative amount of liquidated damages shall not exceed ten percent (10%) of the Contract Price: *Provided*, further, that, once the cumulative amount of liquidated damages exceeds ten percent (10%) as provided herein, the CITY, in accordance with Section 68 of the IRR of R.A. 9184, may rescind or terminate this Agreement without prejudice to other remedies and other courses of action available to the CITY under this Agreement and pursuant to any and all applicable laws.

*Section 10. Authority to Deduct Liquidated Damages.* For purposes of assessment and enforcement of the penalties and liquidated damages in the immediately preceding sections, the CITY, upon written notice to the **SERVICE PROVIDER**, is hereby authorized to deduct any amount due as liquidated damages from any amount due or may become due and owing to the **SERVICE PROVIDER** or from any and all bonds or securities posted by the **SERVICE PROVIDER** in favor of the CITY, at the option of the latter. It is hereby agreed and understood that the assessment of liquidated damages are cumulative and not alternative remedies of the CITY under this Agreement.

*Section 11. Representations and Warranties of the Service Provider.* The **SERVICE PROVIDER** hereby represents and warrants to the CITY as follows:

- a. The **SERVICE PROVIDER** is a corporation duly organized, validly existing and in good standing under the laws of the Republic of the Philippines.
- b. The **SERVICE PROVIDER** has full legal right, power and authority to carry on its present business, to own its properties and assets, and to execute and deliver this



Agreement and all other documents executed, or required or necessary to be executed pursuant thereto, and to perform and observe the terms and conditions thereof.

c. All appropriate and necessary corporate and legal actions have been taken by it to authorize the execution and delivery of this Agreement, and all other documents executed, or required or necessary to be executed pursuant thereto and the performance of all provisions, conditions, covenants, and other terms hereof and thereof, as well as all the transactions contemplated herein.

d. This Agreement and all other documents executed, or required or necessary to be executed pursuant thereto, constitute, or when executed and delivered pursuant thereto, will constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms.

e. The execution and delivery of this Agreement and all other documents executed, or required or necessary to be executed pursuant thereto and the performance of its obligations hereunder will not:

i. conflict with its Articles of Incorporation, By-Laws or other constitutive documents;

ii. conflict with, result in the breach of, or constitute an event which would either immediately or with the lapse of time or giving of notice or both, result in a default under, or accelerate the performance required by, the terms of any agreement, document, contract, instrument or commitment to which it is a party or by which it or any of its assets is bound;

iii. conflict with or require any written consent or approval under any judgment, order, writ, decree, permit or license to which it is a party or by which any of its assets is bound; or

iv. require the written consent or approval of any other party to any agreement, document, contract, instrument or commitment to which it is a party or by which any of its assets is bound.

f. There are no actions, suits or proceedings existing, pending or, threatened against or directly affecting the **SERVICE PROVIDER** and/or any of its assets before any court, arbitrator or governmental or administrative body or agency that affect the validity or enforceability of this Agreement or that would affect the ability of the **SERVICE PROVIDER** to perform its obligations hereunder.

g. No event has occurred and is continuing which might materially and adversely affect the carrying out of its obligations under this Agreement.

h. It is in compliance with all applicable laws and regulations in connection with the delivery of the Project.

i. Each of the representations and warranties herein shall survive the execution of this Agreement and shall be deemed repeated during the effectivity of this Agreement.

*Section 12. Indemnification.* The **SERVICE PROVIDER** shall indemnify and save the **CITY** and all its officers, employees, personnel and persons acting as agents or representatives and render them free and harmless from any and all claims, actions, liabilities, losses and suits which may be brought or instituted against them arising out of or resulting from the **SERVICE PROVIDER's** supply, deliver and performance of its Services under this Agreement.

MA. JOSEFINA G. BELMONTE  
City Mayor

MARLON M. BERNARDINO  
Authorized Representative





*Section 13. Events of Default of the Service Provider.* Any of the following shall constitute an Event of Default under this Agreement:

a. When the **SERVICE PROVIDER** becomes insolvent, or commits or suffers any act of bankruptcy, which term shall include: (i) the filing of a petition, by or against the **SERVICE PROVIDER**, in any bankruptcy, insolvency, administration, suspension of payment, reorganization, winding-up or liquidation proceeding, or any other proceeding analogous in purpose and effect; (ii) the making of an assignment by the **SERVICE PROVIDER** for the benefit of its creditors; (iii) the admission in writing by the **SERVICE PROVIDER** of its inability to pay its debts; (iv) the entry of any order of judgment of any competent court, tribunal or administrative agency or body confirming the bankruptcy or insolvency of the **SERVICE PROVIDER** or approving its reorganization, winding-up or liquidation, or (v) the lawful appointment of a receiver or trustee to take possession of the properties of the **SERVICE PROVIDER**;

b. When the **SERVICE PROVIDER** suspends or discontinues all or a substantial portion of its business operations, whether voluntarily or involuntarily, for a period of at least sixty (60) days;

c. Any material breach by the **SERVICE PROVIDER** of any of its warranty, representation or covenant made under this Agreement.

*Section 14. Consequences of Default.* Upon occurrence of any Events of Default under this Agreement, the **CITY** may declare the **SERVICE PROVIDER** in default and shall have the right to:

a. Terminate this Agreement;

b. Call on the Performance Security to answer for any and all damages of whatever nature suffered by the **CITY** resulting or arising from the **SERVICE PROVIDER's** default; and

c. Take such other steps or actions against the **SERVICE PROVIDER** for the full protection and enforcement of the **CITY's** rights and interests.

*Section 15. Compliance with Laws, Ordinances and Regulations.* The **SERVICE PROVIDER** shall comply with any and all laws, ordinances and regulations of the national and local government applicable to or binding upon the parties hereto. For this purpose, any and all pertinent provisions of RA 9184 and its IRR, and other applicable laws and regulations are deemed written and incorporated in this Agreement. In case of conflict between any of the provisions of this Agreement and those of the applicable laws and regulations, the latter shall prevail.

*Section 16. Indemnities and Attorney's Fees.* Should any of the parties resort to court action in order to enforce their respective rights under this Agreement, the prevailing party or its successors-in-interest shall be entitled to be indemnified by the other party by way of attorney's fees, a reasonable sum equivalent to the actual amount of fees paid or to be paid by the prevailing party.

*Section 17. Notification.* All notices and communications shall be done in writing and shall be directed as follows:



Republic of the Philippines  
PROCUREMENT DEPARTMENT  
Quezon City Government



2302024

CITY : OFFICE OF THE CITY MAYOR  
c/o Bids and Awards Committee Secretariat  
2<sup>nd</sup> Floor Finance Bldg, Quezon City Hall Complex,  
Elliptical Road, Diliman, Quezon City

SERVICE PROVIDER: NOVAWARE SYSTEMS, INC.  
#67 Saleng Street Veterans Village,  
Project 7, Quezon City

*Section 18. Effectivity.* This Agreement shall be effective upon execution by the parties hereto.

*Section 19. Miscellaneous Provisions.*

a. This Agreement, including the documents and/or agreements specifically incorporated herein by reference, constitutes the entire agreement between the parties. This Agreement may be amended and supplemented in writing at any time as decided and agreed upon by mutual consent of the parties.

b. This Agreement and all documents related thereto shall be binding upon and inure to the benefit of the parties herein and/or their respective heirs, agents, representatives, successors-in-interest, and assigns. The **SERVICE PROVIDER** shall not assign its rights and obligations under this Agreement without the written consent of the **CITY**.

c. This Agreement embodies the entire arrangement or agreement of the parties and no undertaking, verbal or otherwise, in relation thereto, shall exist between the parties except as herein expressly set forth.

d. The parties hereby certify that they have read or caused to be read to them all the provisions of the foregoing Agreement, receipt of a signed copy of which is hereby expressly acknowledged by the parties and that they have fully understood the same.

e. The parties hereby represent and warrant that they have the necessary power and corporate authority to execute and deliver this Agreement and perform their obligations as incorporated herein and that such execution, delivery and performance do not and will not contravene any provision of their respective Articles of Incorporation, by-laws, any agreements or instruments to which they are a party or any laws or regulations of any governmental authority.

f. If any provision of this Agreement be declared by any court or other authorized agency of the government to be null and void, the nullity thereof shall not affect the validity of this transaction or any other provisions herein which shall then be considered as valid and binding between the parties.

g. Any and all disputes arising from the implementation of this Agreement shall be submitted to arbitration in the Philippines according to the provisions of RA 876, otherwise known as the "Arbitration Law" and RA 9285, otherwise known as the "Alternative Dispute Resolution Act of 2004": Provided, that, by mutual agreement, the parties may agree in writing to resort to other alternative modes of dispute resolution.

MA. JOSEFINA G. BELMONTE  
City Mayor

MARLON M. BERNARDINO  
Authorized Representative



Republic of the Philippines  
PROCUREMENT DEPARTMENT  
Quezon City Government



2302024


IN WITNESS WHEREOF the parties have hereunto set their hands to this Agreement on MAR 02 2023, at Quezon City.


QUEZON CITY GOVERNMENT

NOVAWARE SYSTEMS, INC.

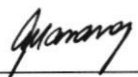
By:

By:

  
MA. JOSEFINA G. BELMONTE  
City Mayor

  
MARLON M. BERNARDINO  
Authorized Representative

SIGNED IN THE PRESENCE OF:

  
RUBY G. MANANGU  
City Accountant



ACKNOWLEDGMENT

REPUBLIC OF THE PHILIPPINES }  
QUEZON CITY }s.s.

MAR 02 2023

BEFORE ME, a Notary Public for and in QUEZON CITY, this \_\_\_\_\_, personally appeared:

Name	Competent Proof of Identity
HON. MA. JOSEFINA G. BELMONTE, in her capacity as Mayor of the Local Government of Quezon City	bcm- 0081744
MARLON M. BERNARDINO, in his capacity as the authorized representative of NOVWARE SYSTEMS, INC.	Driver's Lic. # N04-97-395013

all known to me and to me known to be the same persons who executed this Agreement, and they acknowledged to me that the same is their free and voluntary act and deed, and the free and voluntary act and deed of the parties which they respectively represent.

I certify that the foregoing Agreement, signed by the parties and their instrumental witnesses, consists of eight (8) pages, including this page on which the acknowledgement is written.

WITNESS MY HAND AND SEAL on the date and place above-written.

Doc. No. 74;  
Page No. 16;  
Book No. XL;  
Series of 2023.



ATTY. ENSEO S. CALMA, JR.  
Quezon City Notary Public  
Until December 31, 2023  
Roll No. 50183  
PTR No. 4007177-D/ 01/03/2023  
IBP No. 257225/ 01/01/2023  
MCLE Comp. No. VII-0006924 until April 14, 2023  
ADM. Matter No. NP-067 (2022-2023)



Republic of the Philippines  
**PROCUREMENT DEPARTMENT**  
Quezon City Government



PO Number **2302024**

**Purchase Order** Date: **MAR 02 2023**

Procuring Unit	: OFFICE OF THE CITY MAYOR (CITY ADMINISTRATOR'S OFFICE)	Project Number	: OCM(CAO)-22-IT-1786
Company Name	: NOVAWARE SYSTEMS, INC.	Mode of Procurement	: Public Bidding
Address	: #67 Saleng St. Veterans Village, Quezon City	Resolution No.	: 23-PB-072
Business Type	: Corporation Registration #CS201003914	TIN Number	: 007-645-880-000
		Contact Number	: 0917-590-7288

**Sir/Madam:**

**Please furnish this office the following articles subject to the terms and conditions contained here:**

**Place of Delivery :** Office of the City Mayor (City Administrator's Office)

**Delivery Schedule :** Sixty (60) Calendar Days

**Payment Term :** Credit

Stock No.	Item	Unit of Issue	QTY	Unit Cost	Amount
	<p>day</p> <p>ii. Weekends and holidays, expect a response by next workday</p> <p>c) Deliver 99.99% uptime for the QC-eServices portal</p> <p>d) The service provider is also expected to provide technical support and feature enhancements for the following web applications currently running on the QC-eServices portal:</p> <p>i. QCitizen ID online Registration and Application</p> <p>ii. QC Vax Easy</p> <p>iii. Pangkabuhayang QC</p> <p>iv. Kalingang QC</p> <p>v. Real Property Tax Online Payments</p> <p>vi. Business One Stop Shop</p> <p>e) The service provider will extend technical support to the following web applications to ensure that they continue to operate well for as long as they are part of the QC-eServices platform:</p> <p>i. Civil Registry Online Services</p> <p>ii. Building Permit One Stop Shop</p> <p>iii. Health Certificate and Sanitary Permit</p> <p>iv. SSDD Online Services</p> <p>v. QC Public Library</p> <p>vi. People's Corner</p> <p>f) The service provider will also provide technical maintenance and development for the following support systems:</p> <p>i. Tax Assessment Bridge server</p> <p>ii. QCitizen Mobile App</p> <p>***with attached Terms of Reference which will form an integral part of this Purchase Order***</p> <p>***** Nothing Follows *****</p>				

**Total Amount : 9,700,000.00**

**Total Amount In Words (Pesos):** Nine Million Seven Hundred Thousand Pesos Only

**MA. JOSEFINA G. BELMONTE**  
City Mayor



**MARLON BERNARDINO** 3/2/23  
Signature Over Printed Name of Supplier / Date

**Funds Available:**

**RUBY G. MANANGU**  
City Accountant

**OBR : 100-2107-07-01384**

**Approved Budget for the Contract : 9,875,000.00**



## TERMS AND CONDITIONS

1. ALL PRICES INDICATED HEREIN ARE VALID, BINDING AND EFFECTIVE AT LEAST WITHIN THIRTY (30) CALENDAR DAYS FROM DATE OF RECEIPT.
2. AWARDEE shall be responsible for the source(s) of its supplies/materials/equipment and shall make deliveries in accordance with the schedule, quality and specification of the award and purchase order. Failure by the AWARDEE to comply with the same shall be a ground for cancellation of the award and purchase order issued to that AWARDEE and for re-awarding the item(s) to the ALTERNATE AWARDEE.
3. AWARDEE shall pick up purchase order(s) issued in its favor within three (3) days after receipt of notice to that effect. A telephone call, fax transmission or electronic mail (e-mail) shall constitute an official notice to the AWARDEE. Thereafter, if the purchase order(s) remains unclaimed, the said purchase order(s) shall be sent by mailing or courier, messengerial service to the AWARDEE. To avoid delay in the delivery of the requesting end-user's requirement, all DEFAULTING AWARDEES shall be precluded from proposing or submitting a substitute sample.
4. Subject to the provisions of the preceding paragraph, where AWARDEE has accepted a purchase order but fails to deliver the required product(s) within the time called for in the same order, the delivery period may be extended a maximum of fifteen (15) calendar days under liquidated damages to make good the delivery. Thereafter, if AWARDEE has not completed the
5. delivery within the extended period, the subject purchase order shall be cancelled and the award for the undelivered balance, withdrawn from that AWARDEE. The BAC-Goods and Services shall then purchase the required item(s) from such other source(s) as it may determine, with the difference in price to be charged against the DEFAULTING AWARDEE. Refusal by the DEFAULTING AWARDEE to shoulder the price difference shall be ground for its disqualification from future bids of the same items, without prejudice to the imposition of other sanction as prescribed under RA 9184 and its RIRR.
6. When the supplier fails to satisfactorily deliver goods/services under the contract within the specified delivery schedule, inclusive of duly granted time extensions, if any, the supplier shall be liable for damages for the delay and shall pay the procuring entity liquidated damages, not by way of penalty, an amount equal to one-tenth (1/10) of one percent (1%) of the cost of the delayed goods/services scheduled for delivery for everyday of delay until such goods/services are finally delivered and accepted by the procuring entity concerned.
7. Rejected deliveries shall be construed as non-delivery of product(s)/item(s) so ordered and shall be subject to liquidated damages, subject to the terms and conditions prescribed under paragraph 4 hereof.
8. Supplier shall guarantee its deliveries to be free from defects. Any defective item(s)/product(s), therefore that maybe discovered by the **Quezon City Government** within three (3) months after acceptance of the same, shall be replaced by the supplier within seven (7) calendar days upon receipt of a written notice to that effect.
9. All duties, excise and other taxes and revenue charges, if any, shall be for the supplier's account.
10. As a pre-condition to payment, IMPORTANT DOCUMENTS specifically showing the condition and serial numbers of the imported equipment purchased should be submitted by the supplier to the **Quezon City Government**.
11. All transactions are subject to applicable withholding taxes in accordance with existing BIR rules and regulations.
12. Supplier shall furnish the End-user through the City General Services Department stockroom, the articles, described above;
13. The **Quezon City Government** reserves the right to accept or reject delivered articles if found not in conformity to the specifications, terms and conditions stipulated.
14. Provisions contained in Title VI, Book IV of the Civil Code of the Philippines on Sales are hereby incorporated and made as an Integral part hereof.
15. This contract shall also serve as **Notice to Proceed**, to take effect on MAR 02 2023 and to expire on - MAY 01 2023

CONFORME:

MARION BERNARDINO  
SIGNATURE OVER PRINTED NAME

AUTHORIZED REP.  
IN THE CAPACITY OF

3/2/23  
DATE

Duly authorized to sign this Purchase Order for and on behalf of NDAWANE SYSTEMS, INC.  
COMPANY NAME

SUBSCRIBED AND SWORN to before me this MAR 02 2023 at QUEZON CITY, Philippines. Affiant personally known to me and were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiants exhibited to me his/her \_\_\_\_\_ with his/her photograph and signature appearing thereon with No. \_\_\_\_\_

Doc. No. 73  
Page No. 76  
Book No. 71  
Series of 2023

ATTY. ELISEO S. CALMA, JR.  
Quezon City Notary Public  
Until December 31, 2023  
Roll No. 50183

PTR No. 4007172-0/ 01/03/2023  
IBP No. 257225/ 01/01/2023  
MCLE Comp. No. VII-0006924 until April 14, 2023

\*\*\*This Purchase Order shall be deemed invalid without Notary Seal (for project amounting to Php2,500,000.00 and above only)

8/08



Republic of the Philippines  
**PROCUREMENT DEPARTMENT**  
Quezon City Government



PO Number **2302024**

**Purchase Order** Date: **MAR 02 2023**

Procuring Unit	: OFFICE OF THE CITY MAYOR (CITY ADMINISTRATOR'S OFFICE)	Project Number	: OCM(CAO)-22-IT-1786
Company Name	: NOVAWARE SYSTEMS, INC.	Mode of Procurement	: Public Bidding
Address	: #67 Saleng St. Veterans Village, Quezon City	Resolution No.	: 23-PB-072
Business Type	: Corporation Registration #CS201003914	TIN Number	: 007-645-880-000
		Contact Number	: 0917-590-7288

**Sir/Madam:**

Please furnish this office the following articles subject to the terms and conditions contained here:

**Place of Delivery** : Office of the City Mayor (City Administrator's Office) **Delivery Schedule** : Sixty (60) Calendar Days

**Payment Term** : Credit

Stock No.	Item	Unit of Issue	QTY	Unit Cost	Amount
1	<p>SUPPLY AND DELIVERY OF TECHNICAL MAINTENANCE SERVICES OF THE QUEZON CITY QC-ESERVICES PORTAL</p> <p>This bid is for a year of technical updates for the QC-eServices platform. The coverage includes upkeep to maintain current operations, as well as feature enhancements to allow for the addition of any systems QC LGU wants included to the portal. The bid includes the extension of technical support to third parties that QC LGU has commissioned to provide online systems that will make use of the portal.</p> <p>PROJECT SCOPE OF WORK</p> <p>The system will have the following components:</p> <p>i. Due Diligence:</p> <p>a) The service provider will study all current features and modules of the portal and will document their results.</p> <p>b) The service provider will conduct due diligence with all existing system developers who have web applications in the QC-eServices portal to scope out their maintenance needs for the year.</p> <p>c) The service provider should not expect any support from the suppliers who previously maintained the portal.</p> <p>d) The Quezon City Information Technology and Development Department (QC ITDD) will be available as resources for due diligence, but they may not be tapped to conduct any actual maintenance or upgrades to the portal.</p> <p>ii. Staffing: The service provider will provide the following resources for one (1) year:</p> <p>a) Overall Program Manager</p> <p>b) Senior Web Development Project Manager</p> <p>c) Google Cloud Platform Server Administrator</p> <p>d) Web Security Engineer</p> <p>e) Quality Assurance and Testing Staff</p> <p>iii. Service Components:</p> <p>a) Resolution and fixes for all technical bugs of the QC-eServices portal should and when they occur;</p> <p>b) technical support will be as follows:</p> <p>i. Workdays from 8AM to 5PM, expect a response within the day or by next</p>	lot	1	9,700,000.00	9,700,000.00

**MA. JOSEFINA G. BELMONTE**  
City Mayor

**MARLON BERNARDINO** 3/2/23  
Signature Over Printed Name of Supplier / Date

**Funds Available:**

**RUBY G. MANANGU**  
City Accountant

**Approved Budget for the Contract : 9,875,000.00**

**OBR : 100-2023-07-01384**